

### Class Concept

The IT Project/Program Portfolio Manager facilitates strategic planning and prioritization to successfully deliver multiple, complex Information Technology projects to meet the goals, values, and objectives of a diverse IT organization. Positions manage and provide leadership for staff responsible for the functions of the agency- or division- wide Project/Program Office, including complex project management, quality assurance and risk management, enterprise tool sets, and security. Positions are responsible for developing and maintaining effective working relationships with the agency business leaders. Positions have overall responsibility for the agency/division enterprise portfolio management including strategic planning, forecasting, project prioritization, resource allocation, budgeting, and assessing risk, risk mitigation, schedule and budget data, action plans and related assignments. Positions in this class conduct post project reviews for compilation of lessons learned, customer satisfaction, and achievement of project goals. The planning of new projects reflects key lessons learned from past projects. Positions in this class also analyze capacity and resource allocation to ensure effective and efficient delivery of services and establish policies, procedures, standards, methodologies and guidelines for information technology projects and services. Position serves as the manager over project managers that manage and support multiple projects or IT programs of considerable complexity and scope. (Within the IT Project Management branch of the IT job family, 'program' refers to a suite of related projects, whereas 'portfolio' refers to multiple, independent projects.)

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Experience in the successful management of a portfolio including programs that may consist of multiple projects and/or multiple independent projects that may be in one or more programs of major significance to the business, characterized by its high-risk profile, budget, duration, complexity of design, or the adoption of new techniques or technologies.
- Experience in the responsibility for acquiring and utilizing the necessary resources and skills, to successfully deliver the program/project within agreed parameters of cost, timeframes, quality, and deliverables.
- Experience in supervising other project managers with responsibilities for developing and executing all project related plans.
- Experience managing Waterfall, Agile, and Hybrid projects and / or programs.
- Responsible for the review of plans for accuracy and manageability.
- Demonstrated thorough knowledge of IT and its use in an organization.
- Experience in proposing and leading strategic initiatives.
- Ability to communicate and deliver presentations, metrics, dashboards, briefings, and / or project and / or program updates to executive leadership.
- Ability to adapt to business needs and changes while managing multiple initiatives, projects, and / or programs.
- Ability to identify and plan systematic corrective action to reduce errors and improve the quality of the systems and services, by examination of the root causes of problems.
- Demonstrated ability to advise, assist, and lead in improving the quality of project and / or program management best practices.
- Considerable knowledge of contract and vendor management, including contract deliverables.

Minimum Education and Experience

Bachelor's degree in computer science or a related IT field, business administration, project management, or closely related degree from an appropriately accredited institution and five years of progressive information technology experience, IT project management related work, or technical project management related work; or an equivalent combination of education and experience.